

Nebraska Public Service Commission

COMMISSIONERS:

ANNE C. BOYLE
ROD JOHNSON
FRANK E. LANDIS
TIM SCHRAM
GERALD L. VAP



300 The Atrium, 1200 N Street, Lincoln, NE 68508
Post Office Box 94927, Lincoln, NE 68509-4927
Website: psc.nebraska.gov
Phone: (402) 471-3101
Fax: (402) 471-0254

NEBRASKA CONSUMER HOTLINE:
1-800-526-0017

EXECUTIVE DIRECTOR:

MICHAEL G. HYBL

July 1, 2010

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

RE: TRS Consumer Complaint Log Summaries for June 1, 2009 through May 31, 2010
CG DOCKET NO. 03-123

Dear Ms. Dortch,

The Nebraska Public Service Commission respectfully submits the enclosed complaint log in connection with the provisioning of Telecommunications Relay Service pursuant to Section 64.604(c)(ii) of the FCC's rules. Hamilton Relay, with corporate offices located at 1001 12th Street, Aurora, NE 68818, was under contract with the State of Nebraska to provide Telecommunications Relay Service. Hamilton provided relay service to the State of Nebraska for the period June 1, 2009 through June 30, 2009. The enclosed complaint log reflects this date.

Hamilton tracks all complaints and all other customer service activity for the State of Nebraska. The State of Nebraska's complaint summary is associated with the following database categories:

- Miscellaneous External Complaints
- LEC External Busy
- 911 External Calls
- No Notice of How to Complain to FCC
- CA Accuracy/Spelling/Verbatim
- CA Gave Wrong Information
- CA Did Not Keep User Informed
- CA Hung Up on Caller
- CA Misdialed Number
- CA Typing Speed
- Didn't Follow Voice Mail/Recording Procedure
- CA Typing
- Improper Use of Speed Dialing
- Poor Vocal Clarity/Enunciation
- Improperly Handled ASL or Related Culture Issues
- Improper Use of Call Release

- Caller ID Not Working Properly
- Improper Use of Customer Data
- Fraudulent/Harassment Call
- Replaced CA Improperly in Middle of Call
- Didn't Follow Emergency Call Handling Procedure
- CA Didn't Follow Policy/Procedure
- Confidentiality Breach
- Spanish to Spanish Call Handling Problems
- Miscellaneous Service Complaints
- Ringing/No Answer
- Speech to Speech Call Handling Problems
- Connect Time (TTY-Voice)
- Busy Signal/Blockage
- ASCII/Baudot Break-down
- STS Break-Down
- HCO Break-Down
- Relay Not Available 24 Hours a Day
- 711 Problems
- VCO Break-Down
- Miscellaneous Technical Complaints
- Line Disconnected
- Carrier of Choice not Available/Other Equal Access
- CapTel Complaints

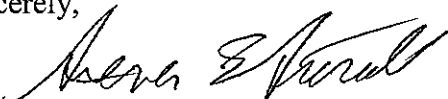
Hamilton processes any complaint, which originates via e-mail, fax, telephone, regular mail, outreach events, at the workstation, etc. Those complaints and resolutions are reflected in this report. Hamilton normally provides a resolution to all complaints within 72 hours. The complaints enclosed are resolved.

In the Miscellaneous External and Fraudulent/Harassment Call categories, you will find one complaint that we believe to be associated with fraudulent activity over Internet Relay. Hamilton continues to implement protocols specifically designed to prevent calls originating from an international IP address from accessing the relay.

Nebraska Relay Service provided by Hamilton received a total of seven complaints in violation of FCC mandatory minimum standards for the time period June 1, 2009 through June 30, 2009.

Please feel free to contact myself at 402-471-0225 or Dixie Ziegler with Hamilton Relay at 800-618-4781 V/TTY with any questions regarding the above.

Sincerely,



Steven G. Stovall-Accountant
Nebraska Public Service Commission

Nebraska Relay 2010 FCC Complaint Report

6/1/09 to 6/30/09

CapTel--Complaints

Customer stated they are unable to make or receive calls on their new CapTel device. Customer stated they have Cox digital service, but were assured that their phone line was analog.

Inquire Date 6/12/2009

Record ID 19532

Call Taken By Customer Service

CA Number

Responded By Tina

Response Date 6/12/2009

Resolution Date 6/12/2009

Customer Service explained about digital phone line issues and the CapTel device to the customer. Customer Service directed customer to the manufacturer of CapTel to have the phone repaired. Customer Service also suggested a DSL filter on their DSL line or the possible use of Web CapTel. Customer was satisfied.

External Complaints--Miscellaneous

Customer stated that they were unable to reach the relay when dialing the toll free number for voice users, to place a call through the relay.

Inquire Date 6/18/2009

Record ID 19533

Call Taken By At the Workstation

CA Number

Responded By Jody

Response Date 6/18/2009

Resolution Date 6/18/2009

Supervisor apologized and forwarded information to the technical department. Customer was advised to use 711 until voice line was repaired. The technical department discovered that Sprint had placed a disconnect recording on the number for the transition from Hamilton to Sprint. Issue was repaired. Customer was notified that issue was resolved.

External Complaints--Miscellaneous

Hamilton discovered that during a series of test calls that the voice toll free number was not working. Test calls had been placed to this number moments before which were successful

Inquire Date 6/26/2009

Record ID 19535

Call Taken By

CA Number

Responded By Jody

Response Date 6/26/2009

Resolution Date 6/26/2009

The technical department discovered that AT&T had a provisioning issue with the Nebraska Relay voice line for the transition from Hamilton to Sprint. Issue was repaired by AT&T.

Service Complaints--CA Misdialed Number

Customer stated that CA dialed the incorrect number when placing their call.

Inquire Date 6/22/2009

Record ID 19534

Call Taken By Customer Service

CA Number

Responded By Tina

Response Date 6/22/2009

Resolution Date 6/22/2009

Customer Service apologized and stated the CA would be counseled. CA was counseled and customer was satisfied.

***Service Complaints--
Fraudulent/Harassment Call***

Customer has been receiving fraudulent phone calls through the relay and inquired what could be done.

***Inquire Date 6/10/2009
Record ID 19531
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 6/10/2009
Resolution Date 6/10/2009***

Customer Service suggested that the customer contact their local telephone company and report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time the call information may be released to the Court. Customer understood.

CapTel--Complaints

Dialing/Setup - Dialing Prefix

***Inquire Date 5/28/2009
Record ID 121371
Call Taken By CTI
CA Number
Responded By D.G.
Response Date 5/28/2009
Resolution 5/28/2009***

Advised proper programming of dialing prefix for outbound captioned calling. Confirmed this adjustment resolved customer's experience.

CapTel--Complaints

Accuracy of captions

***Inquire Date 6/22/2009
Record ID 126213
Call Taken By CTI
CA Number
Responded By J.R.
Response Date 6/22/2009
Resolution 6/22/2009***

Customer shared feedback regarding accuracy of captions, and provided specific call data. Call detail was shared with Call Center management for follow up with the specific CA by the CA's supervisor. CS Rep apologized for incidence and thanked customer for reporting their experience so we could take corrective action.

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Dear Ms. Dortch,

The Nebraska Public Service Commission respectfully submits the enclosed complaint log in connection with the provisioning of Telecommunications Relay Service pursuant to Section 64.604(c)(ii) of the FCC's rules. Sprint Relay began providing telecommunications relay services for the state of Nebraska effective July 1, 2009. The enclosed complaint log reflects the period July 1, 2009 through May 31, 2010.

Sprint processes any complaint, which originates via e-mail, fax, telephone, regular mail, outreach events, at the workstation, etc. Those complaints and resolutions are reflected in this report. The enclosed complaint log indicates that most complaints were resolved within 24 hours. The complaints enclosed are resolved.

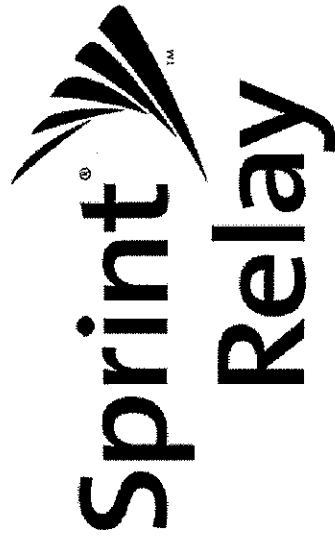
Nebraska Relay Service provided by Sprint received a total of eight complaints in violation of FCC mandatory minimum standards for the time period July 1, 2009 through May 31, 2010.

Please feel free to contact myself at 402-471-0225 Voice or Email: steve.stovall@nebraska.gov or C. Emma Danielson with Sprint Relay at 217-698-4031 Voice, 877-698-5520 TTY or Email: emma.danielson@sprint.com with any questions regarding the above.

Sincerely,

A handwritten signature in dark ink, appearing to read "Steven G. Stovall", is written over a horizontal line.

Steven G. Stovall-Accountant
Nebraska Public Service Commission



Nebraska FCC Complaint Log 2009 - 2010

Complaint Tracking for NE (07/01/2009-05/31/2010). Total Customer Contacts: 8

Tally	Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	08/19/09	A NE TTY sent a complaint that an Relay Operator was rude. After the Relay Operator dialed incorrectly the TTY user let them know, but the Relay Operator typed "Number no longer in service, no longer on line." The Customer Service Representative apologized and explained that they will be sure to inform the Relay Operator's supervisor of the problem. The customer does not want contact.	08/19/09	The Relay Operator demonstrated familiarity of call process involving dialing out to a wrong number. The Relay Operator was coached regardless.
2	10/21/09	A NE Voice user complains that she and her nephew are unable to hear her VCO brother via 711 to NE Relay when calling from their Verizon Cell phones. The Customer Service Representative apologized, explained that they will inform the relay technicians for trouble shooting the issue. The Customer Service Representative also referred to the state telephone equipment program and their cell phone provider. The customer wants contact with resolution to the problem.	10/21/09	The Relay technician tested it and it worked. The Customer Service Representative let the customer know this.
3	10/28/09	The customer states that their COC is Windstream. That carrier is not listed, and Relay is slow to process long distance calls. The Customer Service Representative apologized and opened a trouble ticket. No follow up was requested.	10/28/09	Sent letter to Windstream to add them to our carrier of choice platform. Sent email to customer letting her know she will receive bills from Windstream.
4	02/03/10	The customer explained that they made a call to a doctor's office on Feb 3rd, at approximately 2:50 PM. The Relay Operator was reportedly inattentive and made typing errors. The customer stated it was difficult to follow and they want the Relay Operator to know that they need them to be as clear as possible. The Customer Service Representative apologized for the problem, discussed settings, and no follow up was requested.	02/04/10	The Relay Operator remembers this call being to a Pet Supply Pharmacy. The Relay Operator called for a supervisor's assistance because the caller seemed to have difficulty reading what the Ca was sending to them but the Ca was able to read the tty users text. The Relay Operator reduced their typing speed, resent text(cut and pasted) but the tty user was still unable to read what was being sent to them. The Relay Operator followed proper procedure as well as getting a supervisor (AIC) to help process this call.
5	02/24/10	A caller reported that the Relay Operator dialed a long distance number instead of the number provided and she did not want to be billed for the call. The Relay Operator dialed the wrong number. The Customer Service Response apologized for the inconvenience and told her the report would be sent to the call center supervisor and no follow up was requested.	02/24/10	The Customer Service Representative discussed this with the Relay Operator and they don't specifically recall this particular call. The Relay Operator stated that the number given was the number entered into the dial window.
6	03/23/10	The customer states that his aunt's phone bills are not being billed correctly when calling through CO relay service. The Customer Service Representative apologized for the problem and assured the customer that a trouble ticket would be opened on the issue and follow up was not requested.	05/17/10	This customer is a CapTel user and it was explained to the customer that they need to set up a Carrier of Choice for their long distance carrier.
7	03/25/10	A NE TTY user complains that she called the same number successfully with 2 other Relay Operators that the same day, but when she asked a new agent to call the same number again (her bank) they could not. After the Relay Operator verified the area code they said that they computer could not dial, something about unknown. The customer is sure that the agent dialed the number wrong. The Customer Service Representative apologized and the test call was successfully to the number via relay. They let the customer know that they would be sure to inform the Relay Operator's supervisor of the issue. No contact was wanted.	03/25/10	The supervisor assisted the Relay Operator with this call. The Relay Operator did ask customer to verify the area code because the call was not going through. The customer verified the area code and it was the same number that the Relay Operator was originally dialing. When The Relay Operator dialed out on multiple attempts an error message came up stating that the number was unknown and did not specify if unknown was number calling from or to. The Relay Operator did follow correct procedure, did dial correct number, and could not dial out because of a technical issue.

8	05/11/10	A voice caller states: "I've been using Relay for 15 years and the service is just going downhill. I had to repeat something to the agent and she yelled at me like I was 5. She was rude and her tone of voice was not nice." The on duty Supervisor apologized for the inconvenience and informed the caller that the information/complaint would be forwarded to the Relay Operator's supervisor for coaching. No follow up was requested.	05/11/10	The Customer Service Representative met with the Relay Operator and coached them on the importance of demonstrating a warm and friendly demeanor when speaking with customers. The Relay Operator was also coached on the importance of remaining professional when speaking with customers. The Relay Operator understands and the Relay Operator's headset was replaced, as agent states was having hard time hearing caller. No follow up was requested.
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